



WESTPAC PRIME REMOTE ACTIVE DUTY And FAMILY MEMBERS TRAVELING WITH TRICARE

- For **Emergency** care, go to the nearest military or civilian medical provider.
- For **Urgent** care (medical care needed within 24 hours), whenever possible go to a military treatment facility (MTF) OR call the TRICARE Service Center toll free number for a listing of nearby civilian network providers.

Region 1	1-888-999-5195	Central Region	1-888-874-9378
Region 2	1-800-931-9501	Region 9	1-800-242-6788
Region 3	1-800-444-5445	Region 10	1-800-242-6788
Region 4	1-800-444-5445	Region 11	1-800-404-2042
Region 5	1-800-941-4501	Pacific (HI & AK)	1-800-242-6788
Region 6	1-800-406-2832	Overseas Regions	1-888-777-8343

ACTIVE DUTY SERVICE MEMBERS:

- Seek care at the nearest MTF or call the military Medical Support office for civilian urgent medical or dental care authorizations!

Call 1-888-647-6676



ACTIVE DUTY FAMILY MEMBER DENTAL CARE

United Concordia Customer Service

CONUS: 1-800-866-8499

Overseas: 717-975-5017

PRIME FAMILY MEMBERS

- Authorization is **not** required for urgent or emergent medical care in CONUS. Use your overseas address on claim forms. Copayments and/or cost shares apply based on type of service and sponsor status.

- Inpatient mental health and outpatient visits exceeding the 8th visit require authorization

Choice Behavioral Health (Inpatient):

1-800-700-8646

TRICARE Pacific Lead Agency (Outpatient)

1-888-777-8343 (option #4)

Civilian providers may require payment in advance or immediately after receiving care. You will find a claim form (**DD-2642**) on the TRICARE web site at www.tricare.mil. Claims for both Active Duty and Prime family members should be filed with Wisconsin Physician Service (WPS).

WPS

Active Duty Overseas

P.O. Box 7968

Madison, WI 53707-7968

OR

Telephone: (608) 301 2310/2311

WPS

Foreign Claims Department

P.O. Box 7985

Madison, WI 53707-7985

WESTPAC Remote TRICARE Prime family members and Active Duty Service members traveling outside of their host nation country, but within WESTPAC Remote countries, should call International SOS Service Centers for medical or dental assistance. Collect calls are accepted from SOS enrollees.

Singapore SOS Call Center: 65-6338-9277

Australia SOS Call Center: 61-2-9273-2760

PRIME IS NOT OPEN TO Retirees



TRICARE OVERSEAS PROGRAM (TOP)

CHAPTER 12

TRICARE POLICY MANUAL

www.TRICARE.osd.mil



TRICARE STANDARD

- * Offers the greatest freedom of choice of civilian providers — *Retirees*
- * Patient responsible to ensure that care and cost of requested health care are allowed under TRICARE
- * Requires the most out of pocket cost from the beneficiary





TRICARE STANDARD

- ☞ If eligible for care in DEERS, then eligible for care under TRICARE Standard. No action needed.
- ☞ Must keep your DEERS information updated!
- ☞ Most Usual Costs:

- Outpatient deductible and cost share:

\$150/\$300 deductible per fiscal year

25% Cost Share

- Inpatient Cost is lesser of \$414/day or

25% of BILLED amount (no deductible)

plus 25% of professional fees (deductible applies)



TRICARE EXTRA

WHEN TRICARE STANDARD USERS CHOOSE A NETWORK PROVIDER:

(After the annual Standard outpatient deductible is met)

- OUTPATIENT COST SHARE -- 20% (SAVE 5%)
- INPATIENT PER DAY -- \$250/DAY (SAVE \$164/DAY)
plus 20% of professional fees (save 5%)

EXTRA IS NOT AVAILABLE OVERSEAS!





OUTPATIENT COST EXAMPLE

A visit to a civilian doctor costs \$300
(Retiree Sponsor)

TRICARE Standard = \$150 deductible plus
25% of remainder = $(\$150 + \$37.50) = \$187.50$

TRICARE Extra = \$150 deductible plus
20% of remainder = $(\$150 + \$30) = \$180.00$

TRICARE Prime = \$12



NO COPAYMENTS FOR ACTIVE DUTY FAMILY MEMBERS
ENROLLED IN PRIME!



INPATIENT COST EXAMPLE

A 5-day hospital stay costs \$10,000
(for Non-Active Duty Beneficiary)

TRICARE Standard = 5 days x \$414 = \$2,070

TRICARE Extra = 5 days x \$250 = \$1,250

TRICARE Prime = 5 days x \$11 = \$55



NO COPAYMENTS FOR ACTIVE DUTY FAMILY MEMBERS
ENROLLED IN PRIME!



AUTHORIZATIONS



The same rules as in CONUS apply OCONUS except:

**TRAVELING PRIME MEMBERS ARE NOT
REQUIRED TO CALL BACK TO THEIR PCM
WHEN THEY NEED URGENT (OR EMERGENT)
MEDICAL CARE!**

Mental/behavioral inpatient health care and the 9th
outpatient visit on requires prior authorization

Choice Behavioral Health -- inpatient authorization

Contact the WESTPAC Service Center for assistance
1-888-777-8343 (select option 4)



TRICARE PRIME



- * Primary Care Manager (PCM) – ("one stop shop")
manages all your health care needs.
- * Priority for appointments in military facilities
- * Lowest cost to the beneficiary.....

WAIT!

**PRIME IS NOT OPEN TO RETIREES
WHO HAVE ELECTED TO RESIDE
OVERSEAS!**



NATIONAL MAIL ORDER PHARMACY PROGRAM (NMOP)

- Available to all TRICARE eligibles who do not have OHI
- Merck-Medco is the contractor
- Best for maintenance type medications, like blood pressure meds
- Must have new script written by US licensed physician
- Physician must have an individual DEA number
- Medication can only be mailed to APO/FPO address
- Prime copays: \$9.00 per 90 day supply name brand meds
\$3.00 per 90 day supply for generic meds
- Standard outpatient cost shares apply



WPS PHARMACY COPAYS

WPS has no way of identifying a CONUS network pharmacy
Active duty family member prime has no copay as of 1 Apr 2001
OCONUS Standard beneficiaries will pay the following:

<u>Billed Amount</u>	<u>Standard Cost Share</u>
Up to \$ 8.99	Full Price per script
\$9.00 to \$44.99	\$9.00 per script
\$45.00 and Up	20% of billed charge





TRICARE for Life Overseas



- Open to DOD retiree & survivor Medicare eligibles
- Must be enrolled in Medicare Part B
- No added enrollment fees
- TRICARE becomes primary payer overseas
- Basically provides the TRICARE Standard benefit

NOTE: Medicare does not pay for care outside the US or territories
Medicare penalties up to 100% for late enrollment apply
See www.medicare.gov or www.ssa.gov



Service Around the World

OFFICE OF INTERNATIONAL OPERATIONS
SERVICE AROUND THE WORLD

You may write:

**Social Security Administration
Office of International Operations
P.O. Box 17775
Baltimore, Maryland 21235-7775**

Telephone: 410-965-5620

Telefax: 410-965-6539

There is no toll-free 800 number for calls
from outside the U.S.

Call during normal business hours for the Eastern U.S.

Note: Telephone callers must speak English

No Internet Access

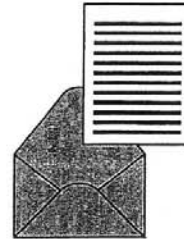
Since Internet E-mail is not a secure medium for transmitting private information, we do not use it
to discuss confidential matters such as information about claims or Social Security numbers



CLAIMS, CLAIMS AND MORE CLAIMS!

Non-Active Duty Overseas Claims Processor

Wisconsin Physicians' Service (WPS)
Foreign Claims Division
P.O. Box 7985
Madison, Wisconsin 53707-7985



Active Duty Service Member Claims in CONUS

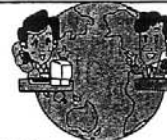
Wisconsin Physicians' Service (WPS)
Active Duty TRICARE Overseas
P.O. Box 7968
Madison, Wisconsin 53707-7968

Overseas TRICARE Standard beneficiaries file their claim with the regional claims processor where they received their care.

FAX 608-301-2201



IMPORTANT CONTACTS



WESTPAC TRICARE SERVICE CENTER

(Located in Honolulu, Hawaii)

1-888-777-8343 (option #4)

Health Care Information Lines:

Korea: 1-800-917-9172

Japan: 1-800-917-4372

Guam: 1-800-843-0785

HCIL WEB SITE: www.hcil-online/tricare-pacific

TRICARE PACIFIC WEB SITE

<http://tricare-pac.tamc.amedd.army.mil>

TMA WEB SITE: www.tricare.osd.mil